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July 20, 2020

via eDocket

Ms. Elizabeth Rolando
Chief Clerk
Illinois Commerce Commission
527 East Capital Avenue
Springfield, Illinois 62701

Re: Docket No. 20-0309
Utility Services of Illinois, Inc. Compliance
Filing Bill Payment Assistance Program Report
(Stipulation Paragraph 17.c)

Dear Ms. Rolando:

Pursuant to the Commission's June 18, 2020 Order in the above-referenced matter, enclosed please find a public report that identifies the manner in which Utility Services of Illinois, Inc.'s Bill Payment Assistance Program Amounts will be distributed to eligible customers, as required by Paragraph 17.c of the June 10, 2020 Stipulation.

Sincerely,

/s/ Albert D. Sturtevant

Albert D. Sturtevant

Enclosure

cc: Steve M. Lubertozi, President Utility Services of Illinois, Inc. (*via email, w/encl.*)
Rob Guttormsen, FP&A Manager Utility Services of Illinois, Inc. (*via email, w/encl.*)

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Utilities Services of Illinois, Inc.
COVID-19 Bill Payment Assistant Program

Program Purpose: Utilities Services of Illinois, Inc.'s (USI) bill payment assistance program (COVID-19 Bill Payment Assistance Program) is intended to provide eligible residential customers with relief from high arrearages incurred as a result of financial hardship caused by the COVID-19 pandemic. The primary purpose of the COVID-19 Bill Payment Assistance Program is to bill payment assistance to eligible residential customers due to the economic harm caused by COVID-19.

Program Description: Utilities Services of Illinois, Inc.'s COVID-19 Bill Payment Assistance Program provides eligible residential customers a one-time bill credit for customers experiencing dire or ongoing financial hardship due to COVID-19. The COVID-19 Bill Payment Assistance Program allows for forgiveness of outstanding overdue balances of up to \$75 for single service (water **or** sewer customers), or up to \$150 for combined service (water **and** sewer service) customers.

Program Funding: Utilities Services of Illinois, Inc.'s will provide an initial funding amount of \$20,000, which represents approximately twenty-five percent (25%) of the authorized level of uncollectibles expense in USI's last rate case (Docket No. 17-1106). USI will provide ongoing quarterly subsequent funding amounts, if necessary, up to an annualized dollar amount equal to the authorized level of uncollectibles expense, net of the Initial Funding Amount, to ensure that sufficient funds are available to be used for the COVID-19 Bill Payment Assistance Program during the Term.

Program and Customer Eligibility: The COVID-19 Bill Payment Assistance Program funds will be allocated and administered for residential customers meeting the eligibility criteria as set forth below:

- Residential customers who are 60 days past due and self-certify as being impacted by COVID-19 qualify for forgiveness of outstanding overdue balances of up to \$75 for single service (water **or** sewer customers), or up to \$150 for combined service (water **and** sewer service) customers

Program Amounts Distribution. The one-time bill credit amount will be provided as a credit against the customer's past due balance on their next bill. If the COVID-19 Bill Payment Assistance Program assistance applied to a residential customer's account eliminates all arrearages, the customer will start the next month's billing with a current account. If, after the application of COVID-19 Bill Payment Assistance Program assistance, an arrearage remains on the customer's account, USI will work with the customer to establish a Deferred Payment Arrangement (DPA), based on the reduced account balance.

Program Term: USI's COVID-19 Bill Payment Assistance Program will run until the program funds are exhausted.

Cost Recovery: The costs of the COVID-19 Bill Payment Assistance Program will be recovered through USI's Special Purpose Rider as set forth in the ICC Docket 20-0309 Large Utility Stipulation, specifically from residential customers as only residential customers are eligible to participate in the COVID-19 Bill Payment Assistance Program.